

Code Enforcement Activity Report



Overview of August Code Enforcement Activity

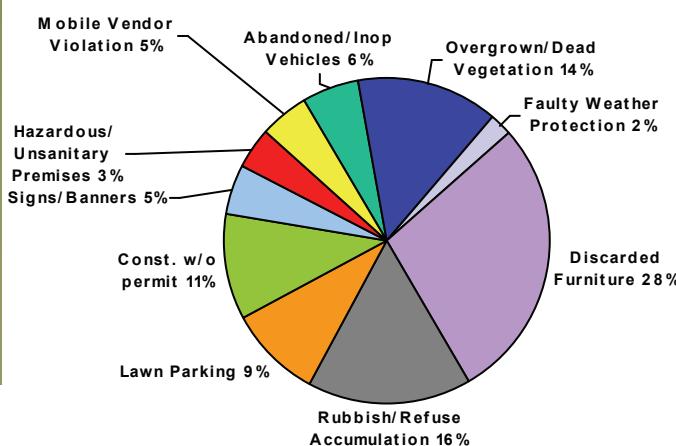
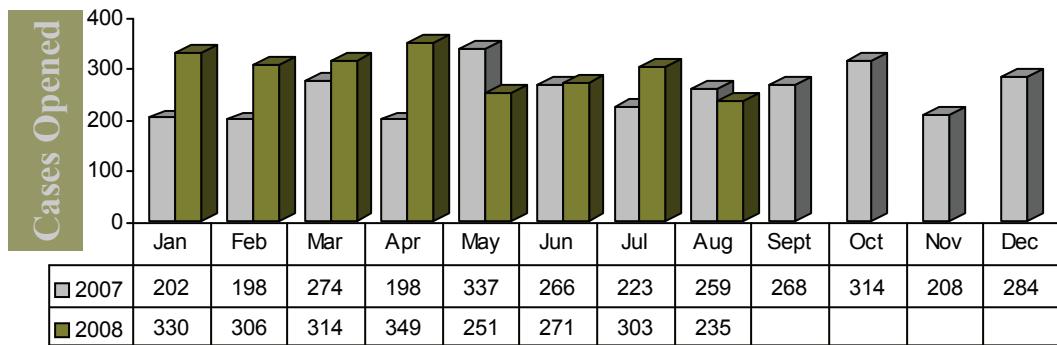
In August 2008, the Code Enforcement/ Neighborhood Preservation Division opened 235 new cases, conducted 512 inspections, and successfully resolved 229 cases.

Other achievements included:

- Received/returned over 1500 phone calls
- Initiated 174 proactive cases
- Responded to 86% of all complaints in 1 day or less
- Inspected 92% of all complaints within 48 hours
- Averaged 1.12 days from initial call to first inspection

- Observed 225 violations and abated 200 violations.
- Issued 40 notices of violation and 4 civil citations
- On average, gained compliance within 39 days from the date of the initial complaint
- Completed 17 on-site visits with property owners or responsible parties to educate them on code enforcement violations and resources available to bring their properties into compliance.
- Conducted the third Neighborhood Workshop focusing on neighborhood quality of life and programs and resources available to residents to improve their neighborhoods.

Twelve Month Code Enforcement Case History



Top Ten Violations by Type

- Discarded Furniture 28%
- Rubbish Accumulation 16%
- Abandoned/Inop Vehicles 6%
- Lawn Parking 9%
- Overgrown/Dead Vegetation 14%
- Mobile Vendor Violations 5%
- Signs/Banners 5%
- Construction w/o Permit 11%
- Faulty Weather Protection 2%
- Hazardous/Unsanitary Property 3%



To report a Code Violation:

- ✓ Call the Code Enforcement reporting line at:
714-375-5155
- or email:
jdemers@surfcity-hb.org
- ✓ State the nature of your complaint.
- ✓ Provide the address where the violation exists.
- ✓ Leave your first name and contact information. This is important, as it allows the officer to ask additional questions and provide you with updates if requested.

For the status of an existing complaint:

- ✓ Call the City's Automated Inspection Line at: .(714) 536-5241 . and press "22".

Or

- ✓ Contact the Code Enforcement Officer assigned to your case.

Code Enforcement

Maintaining Your Homes & Neighborhoods

Dealing with Neighborhood/Neighbor Conflicts

Neighbors and neighborhoods, like any organization or group of people, can run into problems due to personality conflicts, burnout and differing views and priorities. Neighborhood conflict usually takes shape in two ways: conflict as a group and conflict as individuals. Either one can be devastating to a neighborhood and what it can and will accomplish. This is the first in a series of articles addressing conflict, difficult behavior and tension/anger in your neighborhood. Communication will also be addressed as good communication is crucial to preventing conflict escalation.

The Problem-Solving Process

Genuine conflict resolution requires two major components: the principles of conflict resolu-

tion (separate the people from the problem; focus on interests, not positions; invent options for mutual gain; and use objective criteria as the basis for decision-making) and a problem-solving process (negotiation, mediation, or consensus decision making). The conflict resolution processes are characterized by a series of steps that enable disputants to identify their own needs and interests and to work cooperatively to find solutions to meet those needs and interests. Each process gives support and direction to the cooperative effort, assisting the parties to stay focused on the problem rather than on each other and to find a mutually acceptable resolution.

The six steps in each problem-solving process are:

1. Set the stage: Establish

ground rules for solving, the problem, i.e., no personal attacks, focus/limit discussion to current situation instead of past issues, etc.

2. Gather perspectives: Listen to each party's point of view.

3. Identify interests: Identify interests contributing to the conflict.

4. Create options: Create options that respectfully address the interests of all parties.

5. Evaluate options: Evaluate the options available, considering the impact of the options on the interests of the parties involved. Use objective criteria when possible to evaluate options.

6. Generate agreement: Generate an agreement that involves genuine mutual accommodation and an outcome that is acceptable to all parties.

Based on writings of Roger Fisher and



Maintaining the quality of life in your neighborhood is one of Code Enforcement's main goals. Visual blight is one of the major causes of neighborhood deterioration and therefore Code Enforcement takes a proactive approach to the accumulation overgrown vegetation and dead vegetation on said property. To report visual blight in your neighborhood please contact **Code Enforcement at 714-375-5515**.